

ABSTRACT

A system for implementing a technique for operatively integrating an automatic call distributor and an interactive voice response unit is disclosed. Upon receiving and storing an interaction input from a caller seeking information, the automatic call distributor determines the availability of an agent workstation to respond to the interaction input. The interactive voice response unit provides the caller with access to the information when the automatic call distributor determines an agent workstation is unavailable to respond to the interaction input. The automatic call distributor transmits the interaction input to an appropriate agent workstation whenever that particular agent workstation becomes available to respond to the interaction input.

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